MCC LIBRARY USER MANUAL

Manchester Community College Library

Manchester, Connecticut
2014

GENERAL INTRODUCTION

The Manchester Community College Library, a state-of-the-art facility, occupies nearly 35,000 square feet in the Learning Resource Center Building. Seating is available for 300 students. It is staffed by five full-time professional librarians including the Director of the Library and Educational Technology, two part-time professional librarians, and four full-time library staff. The library is open 60 hours a week over six days.

Library Resources

- The book collection currently consists of approximately 53,000 items, with a net collection goal of 60,000 volumes.
- The periodical collection contains approximately 350 titles. Thousands of reputable articles from magazines, journals and newspapers can be accessed via the MCC library home page through subscription databases.
- Electronic resources via online scholarly databases, as well as e-book collections, represent a rapidly expanding portion of the collection.
- The library has built a strong audiovisual collection consisting of DVDs, CDs, and books on CD.
- Approximately fifty percent of the library budget for resources may be used by faculty to suggest purchase of materials, which support their academic programs.
- An online catalog gives easy access to the collection, both on-site and remotely.
- The library is merged with the Educational Technology and Distance Learning Department. This merger has enabled the library to provide additional technology support services for Blackboard Learn and software applications as well as increase accessibility to library collections and services through the Blackboard Learning Management System.

The College is committed to resource sharing within and beyond its community. Manchester Community College Library belongs to OCLC, a national online network; OCLC provides interlibrary loans of books and periodical articles from over 10,000 member libraries. In addition, Libris, the Library Resources Information System, is the automation consortium of the Connecticut Community College Libraries. Libris uses the latest technology to unite all 12 Community College Libraries in serving students, faculty and the public. ReQuest, an online database, lists the books, audiovisuals and periodicals owned by over 400 Connecticut libraries, including the University of Connecticut. Students and faculty may initiate requests for materials owned by other libraries through this service. The Manchester Community College Library also offers users wireless services and maintains a presence on Facebook. Throughout the academic year, the library sponsors book discussions, a book sale, and film festivals.

Instruction in Library Research

The library staff provides students with instruction on the use of the library for research and actively encourages faculty to schedule classes in the library for this instruction. Students can also make individual appointments for research help with the reference librarians, and can submit reference questions online using the "Ask a Librarian" link from the library's home page. The library also subscribes to an after-hours reference service so students can get help after the library closes on nights and weekends. "Ask a Librarian" allows the researcher to pose a question in real-time chat to a professional librarian. This is a service offered by Altarama, and can be found on the library's home page. Librarians are also available to help students in online and hybrid courses by providing research assistance through Blackboard Learn. If you are interested in having an embedded librarian in your online course please contact Deborah Herman, Director of the Library and Educational Technology, at 512-2872 or Paula Cook, Associate Director of the Library, at 512-2877.

MISSION STATEMENT

The MCC Library and Educational Technology Department supports the college mission by fostering the critical thinking skills and intellectual curiosity essential for lifelong learning while ensuring equitable access to the tools necessary to gain and share knowledge. We provide a platform for creativity and the exploration of ideas outside the formal classroom, and promote innovation and the effective use of educational technology to enhance teaching and learning.

LIBRARY CONDUCT POLICY

The library does not permit behavior that is incompatible with the use of the library. In order to maintain an atmosphere in the library that is conducive to quiet study and other academic pursuits, patrons need to refrain from unacceptable behavior. Unacceptable behavior is disruptive behavior that impinges on the rights and needs of others. Such behaviors include but are not limited to:

- Creating excessive noise (loud talking, loud cell phone ringers, singing, rowdiness, swearing, playing music loudly through headphones).
- Activity or behavior that is considered disturbing to others.
- Threatening, inappropriate, rowdy or hostile behavior, including but not limited to fighting, threatening, intimidating or abusing library staff or patrons with words or actions. Such behavior will be immediately reported to Campus Police.
- Solicitation.
- Circumventing or trying to circumvent the library security system.
- Mutilation, defacing, or theft of library materials or property. All materials in the library are the property of the State of Connecticut. Any damage or theft will be reported and may be punishable by law.
- Hiding library materials in places other than their intended shelving areas.
- Consumption of alcohol or tobacco products in the library.

- Suspicious loitering (not using library materials and seeming to be out of place; seeming to be watching other library patrons or employees or their belongings).
- Overt sexual or lewd behavior.
- Entering areas of the library marked “Staff Only” without permission.
- Remaining in the library after closing or when requested to leave at closing time or during emergency situations or drills.

Please also be aware that:

- The library is not responsible for personal items that are lost, stolen, or damaged on library premises.
- Library staff can inspect any of your property when you come in or leave.
- You must wear clothing and shoes in the library and your personal hygiene must not be so offensive that it disturbs others.
- The library is not responsible for children who are left unattended on library premises; (see *Children in the Library*, p. 5).
- Library staff and campus police can ask visitors to show their library cards or other ID at any time.
- Large groups that want to visit the library must make prior arrangements before they visit.
- Photography and recording are not allowed on library premises without prior permission.

Patrons who do not follow the MCC Library’s Conduct Policy can be asked to leave and can lose their library use and borrowing privileges. They can also be arrested or be subject to other legal action.

COMPUTER RESOURCES POLICY

The library provides access to computer equipment, software, electronic databases and the Internet for informational and educational use for students, faculty, staff and community users. Collectively these elements make up “Computer Resources.” All users of the library’s computer resources are expected to use the library’s computer resources correctly and for legal purposes only. Computer resources may not be used for the following purposes:

- Violation of any applicable federal, state, or local laws, ordinances, rules and regulations.
- Engaging in any activity that is harassing or defamatory.
- Destruction or damage to hardware, software, or data belonging to the library.
- Disruption or unauthorized network access to any computing, information or communications devices or resources.
- Gaining or attempting to gain unauthorized access to any computing, information or communications devices or resources.
- Disruption or unauthorized monitoring of electronic communications.

- Unauthorized copying of copyright or other protected material.
- Violation of computer system security.
- Unauthorized use of computer accounts, access codes, or network identification numbers assigned to others.
- Violation of software license agreements.
- Violation of College-wide and system-wide network and computer usage policies and regulations.
- Violation of another person's or party's privacy.
- Accessing, uploading, downloading, transmitting, displaying or distributing obscene or sexually explicit material; transmitting obscene, abusive or sexually explicit language that is not constitutionally protected.
- Damaging computers, computer systems or computer networks; vandalizing, debilitating or disabling computers, systems or networks through the intentional misuse or overuse of electronic distribution or the spreading of computer "viruses" through the inappropriate use of files or external drives.

Computer resources may not be used in any other matters in which the library, in its sole discretion and subject to constitutional limitations, and in consideration of the best interests of the public, determines to be an unacceptable purpose.

Computer Use by Guests/Community Members

Community members may use computers in the room across from the circulation desk. There are two computers which are designated specifically for use by guest borrowers/community members. Guests are required to book a block of time of up to two hours and to obtain a pass at the circulation desk before using one of these two computers. Guests must book these times either online or by smart phone; library staff do not book these computers for patrons. A current MCC library card is required to book these computers. Guests must sign up at http://libcal.mcc.commnet.edu using their name, email address, MCC library card number and phone number to make their reservation. Guests booking the computers must agree to the library's policies. A confirmation will then be sent to the email address provided. A response to this email must be received no later than 15 minutes prior to the guest's booked time or else the booking will be deleted. Confirmed bookings will be held for 10 minutes; if after 10 minutes the guest fails to appear the booking is forfeited and another guest may book that time slot. When the booked time arrives a guest must obtain a guest computer pass at the circulation desk. The pass will be charged out on the guest's current MCC library card. Guests may book one of these computers for a maximum of two hours per day and may book blocks of time up to two weeks in advance.

While MCC guests may use the other computers in the room, current MCC students, faculty and staff always have priority use. Use of any of the computers in this room is limited to a maximum of two hours per day.

DISCLAIMERS:

Compliance

The library reserves the right to take appropriate action to insure compliance with this policy. Violations may result in the loss of access to the library. Unlawful activities will be dealt with in an appropriate manner.

Choosing and Evaluating Sources

Library patrons use the Internet at their own risk. The library does not limit access to materials or attempt to protect users from materials some users may find offensive. In choosing sources to link to its home page the library does not monitor or control information accessible through the Internet and is not responsible for its content, for changes in content of the sources to which the library home page links, or the content of sources accessed through secondary links.

Privacy Issues

Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding users' activities.

INTERNET ACCESS:

The library provides Internet access to all MCC and students, faculty and staff, to all GPA students, faculty and staff, and to the community. The Internet contains a variety of material and opinions from varied points of view. In offering Internet access, the library staff cannot control access points, which often change rapidly and even unpredictably. Users are hereby notified that they are responsible for the access points they reach. Parents of minor children must assume responsibility for their children's use of or exposure to the Internet through the library's connection. Because the library uses no filtering software to block or restrict access to Internet sites, parents or legal guardians should guide their children in the use of the Internet and inform them about material they should not use.

CHILDREN IN THE LIBRARY

A parent or guardian must supervise children 12 years of age and under at all times as found in the Connecticut State Statues, ***Sec. 53-21a. Leaving child unsupervised in place of public accommodation or motor vehicle.***

This is an academic library and children must be quiet, controlled and not disruptive to patrons using the library.

- Children are not allowed to use the library computers or A-V equipment without parental assistance.
- Children under 15 years of age may not obtain a library card.
- The library does not censor library materials. Therefore, it is the parents' responsibility to determine whether the material their child is reading, viewing or listening to is appropriate for their child.

CONFIDENTIALITY OF PATRON RECORDS

Information collected by any unit of the MCC Library, relating to the use of collections and/or services by an individual library patron, is confidential.

Personal information is compiled in library records and files for the following purposes:

- To maintain information as to the location/availability of materials.
- To compile general use statistics in regard to collections and/or services (statistics are not compiled on individual users).
- To enable the library to conduct its normal business with patrons, e.g. mailing notices, resolving problems, collecting fines, etc.

Access to an individual's files is available to:

- The patron him/herself.
- Library staff in the course of their assigned duties.

Access to individual files by any other party, including library staff who have "no need to know," other College staff, other state or federal employees, or other library patrons is prohibited. Library staff is not authorized to provide any information concerning an individual's use of collections or services to anyone other than the patron or to other library staff who need such information in the performance of their assigned duties. The MCC Library will not release information on the use of specific Internet resources by members of the public except as required by law or as necessary for the proper operation of the library.

Family Educational Rights and Privacy Act (FERPA)

When a student reaches the age of 18 or begins attending a post-secondary institution, regardless of age, FERPA rights transfer from the parent to the student. FERPA protects a student's privacy with regards to any personal information contained in the library circulation database. This includes but is not limited to any overdue fines or replacement and processing fees on lost or damaged items. If a student wishes to have another individual, such as a parent, make restitution for fines or fees, a consent form must be completed and on file with the library. If the consent form does not exist, the library staff may not discuss the student record with the parent.

FOOD & DRINK POLICY

- Library users may bring small, odorless food items and drink into the library.
- Food and open drinks are NOT permitted at computer workstations.
- Patrons are to clean the desk and tabletop after they have eaten, and to throw out all wrappers, empty cups or bottles, etc.
- Non-alcoholic beverages are allowed but must be in closed, spill-proof travel mugs or plastic bottles with secure lids.
- *Food and drink privileges may be restricted or withdrawn by library staff if abused.*

ACQUISITIONS POLICY

The following guidelines are used to select and acquire materials for the MCC Library:

- The Manchester Community College Library adheres to the American Library Association's *Library Bill of Rights* in making collection development decisions.

- Acquired materials should be related to the academic needs of Manchester Community College. These include:
    - General reference materials appropriate to a college library.
    - Print and electronic materials related to programs of study offered by the college.
    - Serials which support curriculum needs and the reading interests of MCC students, faculty and staff.
    - Materials for individual enrichment and enjoyment, budget permitting.

- Materials for GPA are purchased through funding designated strictly for that purpose.

- In choosing material, the MCC Library seeks the active participation of college faculty. The Library Liaison Program links a librarian with an academic department to work collaboratively on subject specific collection development and as a way to inform academic departments of updates from the library.

- Materials of varying degrees of reading comprehension are purchased to meet the needs of students with differing levels of ability.

- Budget considerations affect library acquisitions. Some factors that limit purchases include the following:
    - Current editions of textbooks used in classes are ordinarily not added to the circulating collection.

- A limited number of titles in fiction and popular non-fiction are purchased each year, selected on a qualitative basis.

MATERIALS WEEDING POLICY

The MCC Library retains only one copy of each title/edition, unless a specific need is known, such as a high demand.

The MCC librarians are assigned to develop and maintain specific areas of the library's collection. Materials that are selected to be withdrawn from the collection must meet at least one of the following criteria:

- The material is outdated or obsolete
- New editions have been purchased for the collection
- The item is worn or damaged

Books may be transferred to the circulating collection from reference, rather than being discarded, if:

- An updated edition has been added to the reference collection
- Material is better suited for patron use in the circulating collection

Material that has been selected to be withdrawn from the collection is stamped "Withdrawn" and put on a book truck labeled "Free Books" in the front entry area of the library. There is no regular or predetermined time for material to be withdrawn; weeding is a regular part of maintaining library collections.

MISSING ITEMS POLICY

Items that are not found on the shelves, but are listed in the library's database as "Not Checked Out," are noted. When a library patron reports an item is missing the library staff member will verify that the item is missing and not just misshelved. The item status will then be updated to missing which will show on the record in the online catalog. After six months, the shelves will be rechecked. If item is still not located, the bibliographic record is removed from the Library's database or the item is replaced.

GIFT / DONATION POLICY

The MCC Library accepts book donations. We do not accept magazine donations. It is understood that donated material will be reviewed and its relevance to the library collection will be assessed. Material not added to the library collection will be put in the annual library book sale. Proceeds from this sale go to the MCC Library Foundation.

COLLEGE ARCHIVES POLICY

The Manchester Community College Archives is open to students, faculty and staff of the College, and outside researchers with a stated and approved research project. Archives materials are non-circulating. Records may not be removed from the Archives but can be examined on site.

The Archives is open by appointment only, Monday through Friday, 9:00 a.m. – 4:00 p.m. Please contact a Reference Librarian (860-512-2883) to make an appointment.

If you plan to use a large amount of materials, we appreciate advance notice to prepare for your visit.

- All researchers will be asked to complete a Research Registration Form and present a valid form of photo identification, e.g., driver's license, passport, student ID, or faculty ID.
- Coats, hats, handbags, briefcases, or other large cases or bags, and all other personal property not essential to research must be placed in a designated area away from the reading area.
- No food or beverages are allowed in the Archives or the designated reading area.
- Notes must be taken with pencils. The use of pens and ink of any kind is prohibited. Portable computers may be used.
- Users may not write on, mark, or in any other way alter Archival materials.
- Users may only examine one box or item at a time.
- Please maintain the exact order and arrangement of documents in a folder. If you discover a filing error, call it to the attention of a staff member. Please do not rearrange items yourself. Notify staff when photocopies are required.
- Do not remove items from folders.
- Please handle items with care. Do not fold, write on, or otherwise damage the papers.

Copies of Archival Material

- Photocopying, scanning and photo reproduction are available for a fee. Requests for photocopies or photo reproductions must be submitted on the Reproduction Order Form.
- Personal reproduction tools, including personal cameras, smart phones, or other mobile devices must be approved by staff.
- Staff reserves the right to prohibit the copying of materials that are deemed too fragile for the process or for any other reason including, but not limited to, size of material, donor restrictions, privacy matters, known copyright restrictions, etc.

- Users assume responsibility for adherence to copyright laws, libel or literary property rights applicable to material use. (The copyright law of the United States, Title 17 U.S. Code, applies to materials in the collections). The patron agrees further to indemnify Manchester Community College against any damages incurred through misuse of material protected by federal copyright law.
- Materials may not be published, in full or in part, without the written permission of the Library Director or the Dean of Academic Affairs.

LIBRARY DISPLAY CASE POLICY

The MCC library welcomes the expression of ideas and opinions in support of educating our diverse campus communities.

- Library display cases are reserved on a first come/first serve basis and are free of charge.
- The use of our 4 display cases is limited to MCC faculty, staff, and students. This service will not be made available to off-campus groups or individuals.
- There is a one month maximum for displaying materials; additional time is permissible if no other reservations have been made. A maximum of two display cases at a time may be reserved.
- Set up and removal of the displays will be the responsibility of the group(s) or individual requesting the space. Prompt take down of displays upon expiration of reservation time is expected. Library staff may remove materials upon expiration of the approved scheduled time.
- Users are responsible for leaving the case(s) in the same clean condition it was reserved to them, including the removal of all staples and tape. Windex and rags will be made available by library staff if needed. Any damages to the display cases, e.g. broken shelving or glass, will be the responsibility of the user.
- Permission to use the display cases does not constitute the library's endorsement of beliefs represented in the display or responsibility for representing all points of view.
- Displays that are defamatory or discriminatory toward others, and materials depicting graphic violence will not be permitted.

USING THE LIBRARY
LIBRARY PROCEDURES & PRIVILEGES

LIBRARY CARDS – ELIGIBILITY

Library cards are available to MCC and Great Path Academy students, faculty and staff. Library cards are available to guests provided they are Connecticut residents aged 15 years or older who can show a valid ID with name and current address. MCC library

cards are not available to guests who are not Connecticut residents. Library cards are allowed for non-Connecticut residents provided they are current MCC or Great Path students, faculty or staff.

LIBRARY CARDS – CARD HOLDER RESPONSIBILITY

Library users are responsible for all materials charged out on their library cards. They agree to comply with all MCC Library rules and regulations, including the obligation to return materials promptly and/or pay any fees or damages charged to them for loss or injury to any materials. Failure to meet this obligation will result in a hold (bill for replacement) being placed on a student's or faculty or staff member's Banner account, and in the suspension of borrowing privileges.

Users who allow others to borrow materials on their library cards assume responsibility for those materials, regardless of who actually uses the materials. All overdue/lost/damaged charges will be the responsibility of the card holder who will be billed accordingly.

LIBRARY CARDS FOR MCC STUDENTS

MCC students will not receive a physical library card. Current students' information will appear in the library database and students can charge out library material by providing library staff with their name and Banner ID number. When using their library card, students acknowledge their compliance with all library borrowing policies and accept responsibility for all items charged to their library account.

If a student's information does not appear in the library database and the student is currently registered, the student must provide proof of class registration. If the patron is not a current student library staff will ask for proof of identification and will issue a guest library card.

Proof of identification:

- Driver's license from state of residence, printed check, utility receipt, pay stub.
- Post office boxes are acceptable as mailing addresses only and may not be used as proof of residency. A person using a post office box as a mailing address must also provide the library with written proof of an actual physical address.
- Students enrolled in non-credit Continuing Education classes will be registered as GUESTS.
- Students must present their MCC student ID **or** provide their name and Banner ID number to charge out any Library materials, including library reserve materials that are marked "Library Use Only."

Expiration Dates and Renewals of MCC Student Library Cards

- Library cards for MCC students are valid until the end of the current fiscal year (June 29, 20xx). The expiration date for library cards issued to students only

enrolled in winter session courses is January 31st of the current year, and the expiration date for students only enrolled in summer session courses is August 31st of the current year.

- For library card renewals, students must appear in the current files uploaded from Banner into the library database. If the patron is no longer a student at MCC, library staff will ask for proof of identification and will issue a guest library card, which is valid for one (1) year from the date the card was issued.
- To extend borrowing privileges library staff must establish that there are no outstanding fines or overdue library materials. Staff will verify with the patron regarding any updates to address and/or phone number.

LIBRARY CARDS FOR MCC FACULTY & STAFF

MCC library cards are available to all college faculty and staff. Work-study students and discretionary student workers are not considered "Staff." Library staff will verify that the faculty or staff member is currently employed at MCC based on the Banner information uploaded into the library database. MCC faculty and staff will no longer receive physical library cards. Current faculty and staff information will appear in the library database and faculty and staff can charge out library material by providing library staff with their name and Banner ID number. When using their library card, MCC faculty and staff acknowledge their compliance with all library borrowing policies and accept responsibility for all items charged to their library account.

If the faculty or staff member's information does not appear in the library database and the faculty or staff member is currently employed, the faculty or staff member must provide proof of employment. If the patron is not a current faculty or staff member of the college, library staff will ask for proof of identification and will issue a guest library card.

Proof of identification:

- Driver's license from state of residence, printed check, utility receipt, pay stub.
- Post office boxes are acceptable as mailing addresses only and may not be used as proof of residency. A person using a post office box as a mailing address must also provide the library with written proof of an actual physical address.

Expiration Dates and Renewals of MCC Faculty & Staff Library Cards

- MCC faculty and staff library cards are valid until the end of the current fiscal year (June 29, 20xx).
- For library card renewals, faculty and staff must appear in the current files that are uploaded from Banner into the library database. If the faculty or staff member is no longer employed at MCC, library staff will ask for proof of identification and will issue a guest library card, which is valid for one (1) year from the date the card was issued.

- To extend borrowing privileges library staff must establish that there are no outstanding fines or overdue library materials. Staff will verify with the patron regarding any updates to address and/or phone number.

LIBRARY CARDS FOR GREAT PATH ACADEMY (GPA) STUDENTS

GPA Students need to fill out an application for an MCC library card at the library's circulation desk and show a valid ID with name and current address or a current GPA class schedule with the student's name printed on it. A copy of the application is also available for printout on the library's website. The applicant must sign the application acknowledging that all information is correct and that he or she accepts responsibility for all use made of the card. The student's signature on the application form is a promise to abide by all library policies and to notify the library of any change of status (name, address, etc.) or of the loss or theft of the card.

- GPA faculty accompanying students to the library for research and book selection may oversee the students' acquisition of library cards and may vouch for their status as GPA students in lieu of a current GPA class schedule.

Expiration Dates and Renewals of GPA Student Library Cards

- The MCC library card for GPA students is valid for one (1) year from the date the card was issued.
- For library card renewals, students must provide their original MCC library card and proof of enrollment at either GPA or at MCC. If the patron is no longer a student at either GPA or at MCC, library staff will ask for proof of identification and will issue a guest library card, which is valid for one (1) year from the date the card was issued.
- To extend borrowing privileges library staff must establish that there are no outstanding fines or overdue library materials. Staff will verify with the patron regarding any updates to address and/or phone number.

Proof of identification:

- Driver's license from state of residence, printed check, utility receipt, pay stub.
- Post office boxes are acceptable as mailing addresses only and may not be used as proof of residency. A person using a post office box as a mailing address must also provide the library with written proof of an actual physical address.

LIBRARY CARDS FOR GREAT PATH ACADEMY (GPA) FACULTY & STAFF

MCC library cards are available to all GPA faculty and staff. GPA faculty and staff patrons are asked to fill out an application for an MCC library card at the library's circulation desk and show proof of identification and verification of GPA employment. A copy of the application is also available for printout on the library's website. Applicants must sign the application acknowledging that all information is correct and that he or

she accepts responsibility for all use made of the card. The faculty or staff member's signature on the application form is a promise to abide by all library policies and to notify the library of any change of status (name, address, etc.) or of the loss or theft of the card.
Proof of identification:

- Driver's license from state of residence, printed check, utility receipt, pay stub.
- Post office boxes are acceptable as mailing addresses only and may not be used as proof of residency. A person using a post office box as a mailing address must also provide the library with written proof of an actual physical address.

Verification of Great Path Academy employment:

- Class roster for the semester, contract, pay stub, letter of hire or letter from GPA Principal's office.

Expiration Dates and Renewals of GPA Faculty & Staff Library Cards

- Full-time and part-time GPA faculty and staff library cards are valid for one (1) year from the date the card was issued.
- For library card renewals, faculty and staff must provide verification of GPA employment. If the faculty or staff member is no longer employed at GPA, library staff will ask for proof of identification and will issue a guest library card, which is valid for one (1) year from the date the card was issued.
- To extend borrowing privileges library staff must establish that there are no outstanding fines or overdue library materials. Staff will verify with the patron regarding any updates to address and/or phone number.

LIBRARY CARDS FOR GUESTS / COMMUNITY BORROWERS

Guests from the MCC community need to fill out an application for an MCC library card at the library's circulation desk and show proof of current residence. A copy of the application is also available for printout on the library's website. The applicant must sign the application acknowledging that all information is correct and that he or she accepts responsibility for all use made of the card. The guest's signature on the application form is a promise to abide by all library policies and to notify the library of any change of status (name, address, etc.) or of the loss or theft of the card.

Examples of proof of residence include:

- Connecticut driver's license, State of Connecticut issued ID card, printed check, utility receipt, pay stub.
- Post office boxes are acceptable as mailing addresses only and may not be used as proof of residency. A person using a post office box as a mailing address must also provide the library with written proof of an actual physical address.

Expiration Dates and Renewals of MCC Guest Library Cards

- The MCC library card for guests is valid for one (1) year from the date the card was issued.
- For library card renewals, guests must provide their original MCC library card and proof of identification. If the patron is no longer a resident of Connecticut, he/she will be declined a renewal and their borrowing privileges will be terminated.
- To extend borrowing privileges library staff must establish that there are no outstanding fines or overdue library materials. Staff will verify with the patron regarding any updates to address and/or phone number.
- If the patron has enrolled as an MCC student, the procedure for obtaining a library card for MCC students will be followed.

LOST / STOLEN LIBRARY CARDS

A patron who has lost their library card or who has had their library card stolen must report it immediately to the library. Failure to immediately report a library card as lost or stolen means that any material charged out on that library card is the responsibility of the patron to whom the card belongs, regardless of whether the patron is in possession of their library card or not.

BORROWING & RETURNING LIBRARY MATERIALS

Borrowing Library Materials

A borrower must provide his or her student Banner number and name or present his or her library card or student ID card at the circulation desk at the time of checkout. A patron who does not have his or her library card and/or cannot provide a Banner number at the time of check-out will be asked to provide identification with name and current address so that library staff may look them up in the database. Performing a patron search in the database is done as a courtesy and library staff reserves the right to refuse to check out materials to a patron who is unable to provide his or her Banner number or who do not have his or her library card. Staff will instead offer to hold the material for two days so that the patron may come back with the library card.

Items limited to in-house use, such as reference books, newspapers, magazines, and others so designated, do not circulate and may not be checked out for any reason.

MCC and GPA students, faculty and staff must provide a photo ID in addition to their Banner number when borrowing the following items:

- iPads
- Video Cameras (only available to students enrolled in certain classes)
- Photography Cameras (only available to students enrolled in certain classes)
- Kindles

- Laptops
- Wacom Tablets

Continuing education students and guests are excluded from borrowing these materials. Other lending restrictions may apply to specific items.

Library users will not be allowed to check out materials if they:

- Owe $5.00 or more in unpaid fines or charges
- Have more than two overdue library items.
- Have one or more lost items charges to their library card.
- Have an expired library card and have failed to provide necessary information in order to renew it.

Returning Library Materials

When returning library materials, patrons should bring them to the circulation desk and place them in the return slot. Patrons should **NEVER** leave items they are returning on top of the circulation desk. The circulation desk is a busy place and anyone walking by could take those items and walk off with them. Until library staff checks items back into the database, all items charged out to patrons are the patrons' responsibility. Library staff is not responsible for materials that patrons leave unprotected on top of the circulation desk.

Library staff looks over all material returned to the library. Highlighted pages, underlining, writing or scribbling on the pages, water damage, juice stains, musty odors, mold, torn pages, strong cigar or cigarette smoke odors, crumbs and food stains are all considered damage to printed materials. Damage to DVDs and CDs include cracks and scratches to the discs and water damage to the paper inserts in the plastic covers. Any printed materials or media materials returned in these conditions will not be accepted by staff as being returned in the condition they were loaned and the borrowing patron will be billed to replace and/or reprocess the item(s).

During the hours that the library is closed but the building is still open, patrons may return library materials in the book depository slot on the wall outside of the library doors.

RENEWING LIBRARY MATERIALS

Library material may be renewed **on or before the due date**. Material may be renewed **ONE TIME ONLY**.

- *Books* and *Books on CD* are given one 2-week renewal from the date they are renewed.
- *DVDs* and *CDs* are given one 1-week renewal from the date they are renewed.

Please note that items cannot be renewed if:

- The item is overdue
- The item has already been renewed
- The item is on hold for another patron
- The item is on reserve
- The item is a Kindle
- The item is a laptop
- A patron has fines of $5.00 or more
- A patron has 2 or more overdue items
- A patron has a lost item
- A patron's card has expired

Patrons may renew items in person, by phone at 860-512-2880, or online at the MCC library website. To renew by phone, a patron must provide their name and either the barcode number from the back of their MCC library card or their student Banner number. To renew online, a patron may go to the library's website and follow these steps:

www.mcc.commnet.edu/library

- Go to the MCC Library Catalog
- Select the "My Account" tab
- Login using either your student Banner ID number and last name or your library barcode number and last name
- Select the item(s) you wish to renew
- Click the "Request Renewal" button
- If allowed, your item(s) will renew

A renewal on interlibrary loan material is by arrangement directly through the Interlibrary Loan Department. Patrons may request a renewal of their interlibrary loan material in person or by calling the ILL Department at 860-512-2886.

NOTIFICATION PROCEDURE FOR OVERDUE MATERIALS

Overdue notices are sent to patrons as a courtesy to remind them that the library items charged to them are past due. Failure to receive an overdue notice does not absolve a library patron of his or her responsibility to return library materials by the date that they are due. It is common knowledge that libraries are "lending" libraries, and as such patrons have a limited and set time in which to borrow the library materials.

When a library item has gone two weeks past due (for 1-week items) or three weeks past due (for 3-week items) the items are considered lost, all borrowing privileges are

suspended, and a *Fines & Fees Notice* is sent out detailing the costs to replace the lost item(s). All MCC and GPA students will immediately have a library hold placed on their student records in Banner indicating the dollar amount owed for the lost item(s). MCC and GPA faculty and staff will also have a library hold placed on their Banner accounts indicating the amount owed.

The *Fine & Fees Notice* is a bill to replace very overdue and/or lost items. Each item charged to the patron is displayed twice on the bill; once with the charge to replace the item, and once with a fixed $10.00 processing fee. Therefore, each item has two separate charges assessed to it. If the items on the bill are truly lost, a patron is responsible for all fees, and must pay them at the cashier's window on campus (Student Services Center, L-165), or online at myCommnet. No payments will be accepted in the library. If the patron has the lost items in his or her possession and they are in good condition the lost item fees will be forgiven upon return and the Banner hold will be removed. A 24-hour wait for the removal of a Banner hold is required during the fall and spring semesters.

PAYMENT & REIMBURSEMENT POLICY FOR LOST ITEMS

Patrons who pay for a lost item pay the amount that the MCC library paid for the item, including any shipping and handling fees associated with the acquisition and delivery of the item, plus a processing fee for each lost item.

- If the item is a book which is no longer in print the library will assess a replacement charge based on a book currently in print that is comparable to the content and physical type of book (i.e. hardcover or paperback).
- Patrons are assessed a $10.00 processing fee for each lost item in addition to the replacement cost. This processing fee is non-refundable.
- Patrons may select items from the library's Amazon Wish List to purchase as replacement copies for lost or damaged items they are being billed for. Patrons purchase items whose cost most closely matches their bill. More information on this option is available from the circulation staff.
- Patrons may replace a lost or damaged item with an identical copy that they have purchased. The purchased item must be an EXACT replacement for the lost or damaged item, including item format and publication year.
- If a patron finds a lost item within 30 days from the time that payment was made for its replacement, the replacement charge (minus the processing fee) will be reimbursed. The library reserves the right to determine whether an item qualifies for reimbursement based on its condition upon return (see *Returning Library Materials*, p. 13).

INTERLIBRARY LOAN (ILL)

Interlibrary Loan is a service through which materials in other libraries can be acquired. This service is available to all Connecticut residents who own an MCC library card. There is usually no charge for routine use of this service. Request forms are available at both the reference desk and the circulation desk as well as on our website.

If you prefer not to wait to receive material from another library, you may search one of our online databases to see if what you seek is at a nearby library and then travel to that library to borrow the item. Please see a reference librarian if you would like assistance with this option.

PERIODICALS

Periodicals is the library term for magazines, journals, and newspapers. The library subscribes to over 400 periodicals. You may consult the *MCC Periodicals List* to see what we own and whether it is in paper format or on one of our electronic databases. Please note that periodicals do not circulate outside of the library.

REFERENCE ASSISTANCE

Reference assistance is available during library hours at the reference desk and online. The reference librarian on duty is glad to assist patrons with their research. The reference staff can also introduce patrons to, and help them search, our various electronic databases, as well as the Internet. Appointments can be made at the reference desk for individual reference assistance.

PAY-FOR-PRINT SYSTEM

The library offers fee-based printing (color and b&w), scanning and copying. Account creation at a kiosk in the library or Academic Support Center is required to make use of these services. The costs are $0.08 per page for black & white printing and copying, $0.02 per page for scanning to a USB drive, and $0.25 per page for color printing. Library patrons can add money to their accounts at one of the kiosk locations. The kiosks currently accept cash only. Refunds will be given only in the event of printer/copier malfunction (e.g., jamming, low toner, etc.). There is a coin operated copier in the library. The cost for copies is $0.15 per page.

GROUP STUDY ROOMS

Four small group study rooms are available for groups of from 2 to 6 people and one large group study room is available for groups of 6 or more people. The total time any group may use a study room in one day is two hours; groups may use the rooms more than once in a day as long as the total time for the day does not exceed two hours.

Groups must book their times either online or by smart phone; library staff do not book these rooms for patrons. All groups wishing to use a group study room must book their time at http://libcal.mcc.commnet.edu with a name, email address and phone number plus the Banner numbers of **two** members of the group. Groups booking the rooms must agree to the group study room policies. A confirmation will then be sent to the email address provided. A response to this email must be received no later than 15 minutes prior to the group's booked time or else the booking will be deleted. Confirmed bookings will be held for 10 minutes; if after 10 minutes the group fails to appear the booking is forfeited and another group may book that time slot. Group study rooms may be booked up to two weeks in advance.

When the group's booked time arrives they must obtain a group study room pass at the circulation desk. The pass must be charged out to two members of a group using their Banner numbers or current library cards. Individuals DO NOT count as a group and cannot obtain a group study room pass. Single members of a group may not obtain a pass for their group; at least two members of the group must show up within the 10 minute grace period or else the booking is forfeited and another group may book that time slot.

- Library policies on conduct, food and drink apply to all group study rooms.
- Group study rooms are not intended for individual study. Individuals using a group study room will be asked to leave if a booked group arrives to use that room.
- If a room is booked by two people and only one person is using the room then both members of that group will be banned from using the group study rooms for the remainder of the semester.
- Abuse of the group study room policy by making multiple bookings on the same day for the same core members of a group, by using multiple and varied Banner numbers, will result in all members of the group being banned from using the group study rooms for the remainder of the semester. By these actions group members are intentionally ignoring the spirit of these policies and are preventing other groups from having a fair chance to use the rooms.
- The large group study room (A-121) is kept locked and is only opened for booked groups. This room may be used for up to two hours at a time, unless booked for a college-sponsored activity, in which case it may be booked for a longer period of time.

STUDY CARRELS & TABLES

There are a number of study carrels and study tables throughout the library as well as in Fireside Commons. All of the study tables have power outlets built into them, and patrons are encouraged to plug their laptops in and make use of MCC's wireless service. Plugging into data ports is prohibited. Some of the study tables can accommodate a small group of four to five people. Studying is encouraged; loud

conversation is not. Groups who need to have discussions should go to the circulation desk to check the availability of a group study room.

FIRESIDE COMMONS

The Fireside Commons is designated as the library's quiet study room. Conversation is not allowed in this room. However, there are occasional times when functions are scheduled to take place in this room. Every attempt will be made to have signage posted indicating the time of the event and whether the public is welcome.

While quiet study is taking place, individuals engaging in conversation will be asked to stop or to leave the room.

LIBRARY GARDEN

The Library Garden is available during warmer months for patrons to enjoy. It may only be accessed through the library. Patrons must abide by all food and drink policies. Smoking is prohibited in the garden. The library asks that patron be courteous and bring in any library materials they have taken out to the garden area, and to dispose of all trash.

CLOSING POLICY

The library will close to the public at posted times. It is necessary for patrons to exit the library at these closing times.

While library staff may give verbal reminders shortly before closing, the absence of a reminder does not absolve patrons of the responsibility for exiting the library in a timely manner. In order to facilitate the smooth closing of the library, library staff request the following:

- Patrons using computers must save and/or print 15 minutes prior to closing to ensure that they get the material they need and that there is time to address any computer or printer problems that might arise.
- All items to be charged out must be brought to the circulation desk 15 minutes prior to closing.
- All photocopying should be completed 15 minutes prior to closing.